



**Bolton Hospice**  
Education

# 2021

# Education Prospectus

# Introduction

## Welcome to the Bolton Hospice Education Prospectus for 2021

High quality palliative and end of life care requires a proactive, compassionate approach which is driven by evidence based best practice and continually strives to ensure person centred individualised care.

It is a core element of Bolton Hospice's mission and vision to deliver quality education programmes to our workforce and stakeholders; using our experience and expertise to develop others is fundamental to our work and the wider palliative and end of life care community.

Bolton Hospice Education aims to promote the highest quality palliative and end of life care for everyone through the development of knowledge, skills and attitude.

We are pleased to offer a range of short courses to help your development, whether it be professional or personal. You will find

a selection of learning opportunities that address many aspects of clinical, communication and care issues and further to feedback and demand, we have introduced new courses in line with current end of life care issues sought-after topics.

The range of study days is available for a variety of healthcare professionals and we can always look to tailor our delivery to meet your particular requirements so please do not hesitate to contact us to discuss your needs.

All booking information is available towards the end of this Prospectus and we look forward to welcoming you to Bolton Hospice.

### *The Education Team*



# 2021 at a glance

Upcoming courses for you

## January

## February

- 2<sup>nd</sup> Enhanced Communication Skills
- 16<sup>th</sup> Syringe Driver
- 26<sup>th</sup> Teenage Bereavement

## March

## April

- 3<sup>rd</sup> Enhanced Communication Skills
- 17<sup>th</sup> Symptom Control in End of Life Care
- 24<sup>th</sup> Opening the Spiritual Gate

- 1<sup>st</sup> Advance Care Planning and Communication Skills
- 15<sup>th</sup> Teenage Bereavement
- 23<sup>rd</sup> Palliative Care Emergencies

## May

## June

- 13<sup>th</sup> Syringe Driver
- 12<sup>th</sup> Complementary Therapy in Palliative and End of Life Care

- 9<sup>th</sup> Opening the Spiritual Gate
- 16<sup>th</sup> Supporting Families & Children through Loss, Grief & Bereavement

## July

## August

- 8<sup>th</sup> Advance Care Planning and Communication Skills

## September

## October

- 2<sup>nd</sup> Opening the Spiritual Gate
- 8<sup>th</sup>

- 6<sup>th</sup> Enhanced Communication Skills
- 7<sup>th</sup>

29 <sup>th</sup>	Supporting Families through Loss, Grief & Bereavement	13 <sup>th</sup>	Complementary Therapy in Palliative and End of Life Care
	Symptom Control in End of Life Care	20 <sup>th</sup>	Syringe Driver
			Advance Care Planning and Communication Skills

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## November

5 <sup>th</sup>	Palliative Care Emergencies
11 <sup>th</sup>	Teenage bereavement

## December

2 <sup>nd</sup>	Opening the Spiritual Gate
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## Virtual Learning

In light of strict social distancing and restricted footfall measures at Bolton Hospice, moving forward we are extending our offering of 'virtual' learning and livestreaming for our forthcoming programmes.

The transition will enable educational study days to be available to all healthcare professionals, regardless of location. Livestream audience participation will be enabled, with the facility to ask question and engage in discussion work. This will be an exciting new change in our approach to education events, and will support our ethos that palliative and end of life care is still at the forefront of what we do for patient care.

### To attend Online Training you will need:

- Access to either a computer, laptop or iPad
- You will need a microphone webcam for vision and compatible browser

**Expand your knowledge and improve patient care.**

# Courses

## Education at Bolton Hospice



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# Advanced Care Planning & Communication Skills

An interactive and thought provoking short course which explores the value of supporting people at end of life to fulfil their wishes.

Advance care planning (ACP) is the process of discussing and planning ahead to support people at the end of their lives. Highlighted as one of the most difficult areas for health care professionals, advance care planning can greatly help guide patients, families and professionals in decision-making for care at the end of life.



## Course topics

- Suitable for any health and social care frontline staff or volunteer working with individuals who may benefit from the opportunity to plan their future care.
- This study day offers the opportunity to build confidence and develop your practice.
- The day will focus on the principle and benefit of Advance Care Planning, the supporting documentations and associated communication skills

## Course dates

14 <sup>th</sup> Jan 2021	1.00pm – 4.00pm
1 <sup>st</sup> April 2021	1.00pm – 4.00pm
8 <sup>th</sup> July 2021	1.00pm – 4.00pm
20 <sup>th</sup> Oct 2021	09.30am -12.30pm

## Course fee

Free to all health and social care staff and volunteers across Bolton – please enquire for more information

## Venue

Remote learning platform

# Bereavement Toolkits

Supporting Teenagers through Loss, Grief and Bereavement

The course which began in October 2019 & has trained over 150 teaching staff and pastoral support, enabling secondary school staff to learn how they can support the teenagers they work with facing or experiencing bereavement. It also provides delegates with a meaningful toolkit to utilise when supporting young people.

This course is suitable for anyone working with teenagers with experience of loss, grief and bereavement.

## Course topics

- To explore the world of the teenager
- To gain an understanding of their struggles
- To recognise the needs of bereaved teenagers
- To understand how our own experiences impact
- To identify ways to encourage conversation
- Introduce a meaningful tool kit and resources to enhance support in your school.



## Course dates

26 <sup>th</sup> February 2021	13.00-15.00pm
15 <sup>th</sup> April 2021	18.00- 20.00pm
11 <sup>th</sup> November 2021	18.00-20.00pm

## Course fee

£30 per person

## Venue

Remote learning platform

## Course Feedback

“This was a really useful course in school & at home with my teenager. I wish I'd have done this course sooner”

“This was really helpful in providing structure to start a conversation and provide support”

# End of Life Care in Dementia: An Introduction

This course has been redesigned in conjunction with GMCA and Dementia United. This is a stimulating course providing information and knowledge on dealing with a challenging topic designed to build your knowledge and explore dementia at end of life.

This course is suitable for anyone wishing to increase their knowledge and understanding of dementia care at end of life.

## Course topics

- Person centred care
- Advance care planning
- Symptom management
- Dying well with Dementia
- Reference to end of life care for people with dementia rules of thumb



## Course dates

TBC

## Course fee

£30 per person

## Venue

Remote learning platform

## To attend Online Training you will need:

- Access to either a computer, laptop or ipad.
- You will need a microphone webcam for vision and compatible browser.

## Course Feedback

“The teaching really helped me to feel more equipped and prepared for the future.”

“Feel a lot more prepared for the future and it isn’t just me coping with this situation. Everyone at the hospice was very supportive and professional. A very enjoyable session covering a very emotional subject.”

“Fabulous afternoon, thank you so much for a well organised and enjoyable, informative training.”

# Syringe Driver Training

Essential training for all Nurses and Medical practitioners who use a syringe driver as part of their role.

The aim is to teach delegates the theoretical and practical skills required to safely and effectively use syringe drivers.

The course will teach delegates the importance of ensuring the machine is set up correctly before administering any medication through them.



## Course topics

- Understand what a syringe driver is
- Know why it might be prescribed
- Be aware of breakthrough pain, and how to alleviate it
- Know how to use a syringe driver
- Recognise the common alerts and alarms, and their meanings
- Awareness of common drugs used

## Course dates

19 <sup>th</sup> February 2020	9.30am - 12.30pm
13 <sup>th</sup> May 2020	1.00pm – 4.00pm
13 <sup>th</sup> October 2020	1.00pm – 4.00pm

## Course fee

£30 per person

## Venue

TBC

## Course Feedback

“Lecture well delivered by competent professionals. Took time to explain ensuring understanding.”

“Very relevant and learnt new things. Thank you, good atmosphere - could ask questions”

# Opening the Spiritual Gate

Addresses the need for education in the assessment of spiritual need and spiritual care for healthcare professionals of all types working in a healthcare setting.

## Course topics

- Explore the meaning of spirituality and religion
- Consider the relationship between spirituality & religion for an individual
- Think about how we recognise spiritual distress
- Discover a Simple Skills Secrets model to confidently embark upon spiritual conversations with safety
- Learn how to respond to unexpected questions about your own beliefs
- Be aware of the religious needs & rituals of different faith traditions
- Become familiar with the standards & guidelines of local Spiritual Care Policies and consider how they are met
- Create an action plan to take back to your workplace
- Practice recording spiritual and religious needs conversations succinctly
- Consider how to report spiritual & religious issues to other team members
- Create appropriate spiritual care plans...and much more

## Course dates

24 <sup>th</sup> March 2021	9.30am – 14.30pm
9 <sup>th</sup> June 2021	9.30am – 4.00pm
2 <sup>nd</sup> September 2021	9.30am – 4.00pm
2 <sup>nd</sup> December 2021	9.30am – 4.00pm

## Course fee

£35.00 per person

## Venue

Remote learning platform

## Course Feedback

“Excellent, very informative. Made me question my own spiritual needs and why they are important to me. Lovely lunch too! Pre-course thought that religion and spirituality was the same thing - NOT TRUE! Would recommend.”

# Supporting Families & Children through Loss, Grief & Bereavement

This course, of which two are held in the evening, is suitable for anyone wishing to increase their knowledge and understanding of issues surrounding children experiencing loss, grief and bereavement and how to deal with these situations.

The experience of long term conditions/life limiting illnesses brings loss and change for individuals and their families. Many practitioners lack confidence in knowing how to support someone through the impact of loss and bereavement.

## Course topics

- A deeper understanding of loss, grief and bereavement in children
- Theories of loss in relation to our experiences
- How to offer support to children suffering from bereavement
- The importance of self-awareness when supporting others

## Course dates

16 <sup>th</sup> June 2021	1.00pm – 15.00pm
8 <sup>th</sup> September 2021	18.00pm – 20.00pm

## Course fee

£30 per person

## Venue

Remote learning platform

## Course Feedback

“I tell colleagues in my cluster of schools about the wonderful training all the time. From the resources provided on the training, I made up information packs for our teachers and parents/carers to use when needed. We've had some great feedback about this as there is very little support for children in Bolton who are affected by bereavement.”

# An Introduction to Symptom Control in End of Life Care

The symptoms patients may face towards the end of life can be varied and complex. This short course aims to provide an introduction to the topic.

## Course topics

- Gain an enhanced understanding of symptom management for patients approaching the end of life
- Recognise the common symptoms experienced by end of life care patients
- Discuss how these symptoms can be managed effectively in a pharmacological and non-pharmacological manner
- Explore a holistic approach to symptom control

## Course dates

17<sup>th</sup> March 2021                      9.30am - 12.30pm

29<sup>th</sup> September 2020              1.00pm – 4.00pm

## Course fee

£30 per person

## Venue

Remote learning platform

## Course Feedback

“Well presented and enjoyed group activities.”

“Really useful – will be advising my colleagues to come on the next session.”

“Very interesting and helpful. I found it such a great refresher and listening/talking to other professionals was very good.”

“Great session really interesting about not using pharmacology. Learnt plenty! Kept us interested.”

# Palliative Care Emergencies

This course for 2021 examines what constitutes a palliative emergency and exploring the management and treatment for each individual. This is a short interactive course aimed to provide an introduction for anyone who is interested in learning more.

## Course topics

- Potential emergencies in the palliative care setting
- Recognition and investigations
- Discussion of possible management and likely outcomes
- Ethical issues relating to palliative care emergencies



## Course dates

23 <sup>rd</sup> April 2021	10.00am – 12.00pm
5 <sup>th</sup> November 2021	10.00am – 12.00pm

## Course fee

£25 per person

## Venue

Remote learning platform

## Course Feedback

'Good, useful information, raising awareness in practice'

'Very interesting and relevant to my role. Very interesting. Educators have lots of knowledge & experience'

# Caring for people in the LGBT+ Community at the End of Life

This course explores palliative and end of life care regardless of sexual orientation, gender, relationships and family status. Everyone's needs and preferences at end of life will be unique. In this session we will discuss the needs and experiences of people in the LGBTQ+ community to ensure high quality end of life care.

## Course topics

- Caring for people within the LGBT+ community at the end of life
- Exploring National Strategies
- Key issues experienced by people within the LGBTQ+ community
- How can we provide better care?

## Course dates

To be arranged alongside Bolton Pride celebrations – contact us for information

## Course fee

£30 per person

## Venue

Remote learning platform

## Course Feedback

“I had a little knowledge before and now feel I know more about LGBTQ and end of life care and it's something I feel more people should get involved with learning about. It has been a really interesting and informative session and I'd recommend it for everyone.”

# Complementary Therapy in Palliative and End of Life Care

This exciting new course, encompasses how complementary therapists can be safely integrated into practice. It will focus on the holistic management of patients and their families. This course is delivered by specialist practitioners working within the field of palliative care.

## Course topics

- Introduction to palliative care.
- Caring for the patients with a life limiting illness.
- Integrating complementary therapist into a hospice setting.
- Complementary approaches to symptom management.



## Course dates

12<sup>th</sup> May 2021                      1.00pm – 4.00pm

7<sup>th</sup> October 2021                      1.00pm – 4.00pm

## Course fee

£30 per person

## Venue

Remote learning platform

## Course Feedback

“Enjoyable session. Valuable not just for the patients I care for but for myself.”

“Very knowledgeable. Great interactive parts to the session. Found it very interesting and extremely well presented.”

“Absolutely brilliant session. I have learnt so much about complementary therapy to use both professionally and personally.”

“This course would benefit all, It has left me feeling relaxed and definitely learnt me so much for the benefit of patient care and my own wellbeing.”

# Enhanced Communication Skills

This one day workshop focuses on the theory and practical skills required to communicate sensitively and effectively. Good communication is vital in the work we do and has been shown to enhance dignity and respect, preferred place of care, reduce complaints and improve not only the care you give but the environment you work in.

## Course topics

- Recognise and practice key facilitative communication skills in a safe and supportive environment
- Recognise patient cues and concerns when delivering patient centred care
- Identify own learning needs and apply the skills to challenging scenarios, e.g. Difficult questions, anger or distress.

## Course dates

2 <sup>nd</sup> Feb 2020	9.30am – 4.00pm
3 <sup>rd</sup> March 2020	9.30am – 4.00pm
6 <sup>th</sup> October 2020	9.30am – 4.00pm

## Course fee

£50.00 per person

## Venue

Remote learning platform

## Course Feedback

'Good to reflect on communication and how we can improve for the benefit of ourselves and others. I enjoyed the role play as it allowed me to feel what feels like from the other perspective'

'Delivered well, informative and a big learning curve for everyday practice. Role play was a good way to see how to improve communication'

# How to Book

Further details and available venue dates for all our courses are available online at <https://www.boltonhospice.org.uk/upcoming-courses>

We accept all course bookings via our online booking system or via email for invoice payments. If you require any further information, or would like to enquire about bespoke training, please contact a member of the education team via email [education@boltonhospice.org](mailto:education@boltonhospice.org)

# Terms and Conditions

## Insufficient Bookings

If there are insufficient bookings for a course Bolton Hospice have the right to cancel a course. Where possible this decision will be taken no later than 1 week before the course date and all potential participants will be fully informed as soon as possible and any fees fully refunded.

## Cancellations

Should you wish to cancel your booking please do so via telephone or email within 10 days prior to the course date so that cancellation fees are not incurred. A change of booking name will be accepted at any time and does not incur costs.

## Refunds

Where a delegate does not attend a course without cancelling in advance, the charges are always non – refundable.

## Courses with charge to delegates

Fees need to be paid in advance of the course date to ensure attendance. Cancellation fees will be charged at 50% of the course fee if the attendee cancels less than 10 days prior to the course date. A cancellation fee of 100% of the course fee will apply if the attendee cancels within 3 days prior to the course date or does not attend.

# Feedback and Comments

Share your thoughts



**Bolton Hospice was rated as GOOD overall in a recent CQC Inspection and received the following feedback:**

“The education department was proactive in the way they used their skills for the benefit of their own staff and other professionals in the local area, such as social workers and teachers, via the education centre.”

“This demonstrated the service's commitment to helping educate more professionals in the community so that support for bereaved children within the local community was robust and extensive.”

**January 2017**

**‘Very well presented, relevant, interesting and practical. Thank you’**

**— Advance Care Planning 2020**

**‘A very important and valuable course’. — EOLC in Dementia 2020**

**‘Very useful information on a subject that is not easy to deal with. Always very informative and helpful training delivered in a sensitive manner.’ — Symptom Control 2020**

**‘Really relevant and useful course. A fantastic course with plenty of info and ideas to help children facing bereavement.’ — Loss, Grief and Bereavement 2020**

**‘I really enjoyed the course and would feel much more capable when faced with a patient or family member in distress and hopefully will be more capable’ — Opening the Spiritual Gate 2020**

# Meet the Team

## Introducing our University Hospice Lecturers/Practitioners

### **Victoria Guest** University Hospice Lecturer/Practitioner

- Registered Nurse
- Diploma in Adult Nursing
- Degree level modules in End of Life Care and Mentorship
- Post Graduate Certificate in Teaching and Learning in Higher and Professional Education

“I started working within palliative care 13 years ago as a staff nurse on the inpatient unit at Bolton Hospice. Throughout my career as a nurse I have had the opportunity to further my knowledge and skills in all service areas of the hospice including community working with the Hospice at Home team. With a special interest in palliative education and training, I then went on to become a hospice educator. Being in this role for the last 5 years I have had fantastic opportunities to collaborate with others to provide excellent palliative and end of life care support and training to health care professionals, volunteers and carers working within Bolton and the wider communities.”

### **Angela Egerton** University Hospice Lecturer/Practitioner

- Registered Nurse
- Diploma in Adult Nursing
- End of Life Care Level 6
- Mentorship
- Post Graduate Certificate in Teaching and Learning in Higher and Professional Education

“I qualified as a nurse in 2006 and have spent the last fourteen years working within specialist palliative care as a band 5 nurse, then a short time as a band 6 nurse across all services within the hospice. I have worked predominately on the inpatient unit during which time I have developed an in depth knowledge and mastered many skills within palliative and end of life care. I have particular interest in education and was part of a small team responsible for the clinical learning environment. The team provided support to student nurses whilst on placement as well as being a resource for mentors. I am now, and have been for the last four years, part of the education team at Bolton Hospice.

This role has given me the opportunity to collaborate with others who are also passionate about end of life care, to share my knowledge and experiences and offer end of life care education to the wider community.”

# Bespoke Training

Opportunities for you

*Bolton Hospice offers a range of learning and development opportunities, from short workshops to full day and half day courses. Our courses attract a variety of participants from volunteers, care support staff, students and qualified practitioners. If you are an organisation with staff that need to develop the knowledge and skills in caring for those living with advanced disease, dying and bereavement. You can access our education either in the hospice or in your place of work.*

## What we can offer?

- Customised clinical training solutions
- Delivery of education in small or large groups, at your convenience
- Experienced trainers that are highly qualified and currently work in a setting where end of life care is provided
- A cost effective and focused way to train your staff in areas specific to their needs.
- Clinical skills training

## Who can benefit from bespoke training?

Anyone. Health and social care support staff, hospice staff and qualified practitioners.

## Availability

To discuss your requirements

Please contact Gillian Fairclough education Admin on 01204 663066

Or Email [education@boltonhospice.org](mailto:education@boltonhospice.org)

# Palliative Education Network

This group has been created for people working in palliative and end of life care across different settings, across different settings, including hospices, care and nursing homes, hospitals, GP surgeries and community care services.

## **It has been designed to:**

- Offer support and guidance to people working in the sector
- Provide news and updates about palliative and end of life care practices
- Promote discussions between healthcare professionals working in palliative and end of life care
- Educate healthcare professionals about various topics surrounding end of life and palliative care
- Encourage networking opportunities and sharing of good practice
  - Sharing relevant training and CPD opportunities.



**Join the network on Facebook at:**

[facebook.com/groups/palliativeeducationnetwork](https://facebook.com/groups/palliativeeducationnetwork)

# Stay up to date

Follow us on social media



or join our education mailing list by emailing  
[education@boltonhospice.org](mailto:education@boltonhospice.org)



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